

UNIVERSITY OF SWAZILAND
PART-TIME CERTIFICATE IN ADULT EDUCATION YEAR 1
MAIN EXAMINATION PAPER – DECEMBER 2016

TITLE OF PAPER : **INTRODUCTION TO COMMUNICATION**

COURSE CODE : **AEC117**

TIME ALLOWED : **THREE (3) HOURS**

INSTRUCTIONS : **1. ANSWER ALL QUESTIONS IN SECTION A.**
2. ANSWER TWO QUESTIONS IN SECTION B.

THIS PAPER IS NOT TO BE OPENED UNTIL PERMISSION HAS BEEN GRANTED BY THE INVIGILATOR.

SECTION A

Answer all Questions in this Section.

QUESTION 1A

Answer in complete sentences.

Why is face-to-face communication described as “two-way communication”? (5)

What does the word “noise” mean in the study of communication? (5)

What kind of communication is referred to as “verbal communication”? (5)

Why do we say communication is a process? (5)

20 marks

QUESTION 1B

Answer each question in a short paragraph.

i) Explain why the receiver’s response is referred to as feedback when it reaches the original sender. Clarify with an example. (10)

ii) Explain why two individuals can never have identical perception. (10)

20 marks

SECTION B

Answer three Questions.

QUESTION 2

i) What is a communication barrier? (4)

Give an example. (1)

ii) Briefly explain three different ways in which a communication barrier may be created between you as a facilitator and your target audience. (15)

20 marks

QUESTION 3

A Change Agent is a person who brings about positive change to the people he/she interacts with.

Describe two situations/individuals you wish to influence positively as a Change Agent.

20 marks

QUESTION 4

Non-verbal communication is communication in which there are no words used.

Pick any four types of non-verbal communication cues and write a short paragraph on each, explaining how you can use it to convey a message to a receiver of your choice.

20 marks

QUESTION 5

Explain why time and situation are said to be constant factors in a dyadic interaction.

Write a short paragraph on each.

20 marks

QUESTION 6

- i) Give two reasons why you think an interview is an adequate method to gather information.
- ii) State two reasons why you would advise members of your community to form groups in order to achieve their development goals. **20 marks**